GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:5491
ANSWERED ON:13.12.2010
SPEED POST SERVICES
Tomar Shri Narendra Singh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Speed Post network caters to the needs of the whole country especially the corporate sector;

(b) if so, the details thereof;

(c) the steps taken by the Government to meet the requirement of the handling of post coming from corporate sector especially for uncovered areas/small towns;

(d) the number of complaints regarding loss/delay of mails received in this regard during the last three years and the current year; and

(e) the action taken by the Government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) Yes, Madam. The Speed Post network covers all the States in the country and caters to the needs of the Corporate Sector.

(b) The Speed Post Network comprises 314 National Speed Post Centres and 986 State Speed Posts Centres spread across the length and breadth of the country. It provides value-added services like Book Now Pay Later (BNPL), free pick up from customers' premises, computerized billing etc. for corporate customers.

(c) India Post has set up Mail Business Centres and Business Post Centres to provide pre-mailing (collection, insertion, franking, gumming) activities to meet the requirement of handling of post coming from Corporate Sector. Bulk mail received in large quantities from the Corporate Sector is processed at these centres and dispatched for delivery all over India including small towns. Mail Business Centres and Business Post Centres provide direct customer interface with the Corporate customers.

(d) The details of complaints regarding loss/delay of mails during the last three years and the current year are as under:

Year	Number of Complaints regarding loss/delay of mails
2007-08	185643
2008-09	212522
2009-10	220365
2010-11 (upto June 2010)	55443

(e) A robust mechanism for prompt disposal of complaints has been put in place through computerized Customer Care Centres in all Postal Divisions in the country. All complaints registered in Customer Care Centres are closely monitored at divisional, regional, circle and directorate level for quick redressal and appropriate remedial action.